

**Task Order 56
Integrated Technical Architecture (ITA)
Management**

Architecture Management Monthly SLA Metrics Report
Deliverable 56.1.4j

Period Ending: 09/30/01



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1. Introduction

The purpose of this task order is to:

- 1) provide a single Modernization Partner point of coordination for IT services and the VDC for Mod Partner projects in development and production.
- 2) provide the capability to sustain the ITA Release 1.0 production environment. ITA Release 1 is comprised of the following architecture components:
 - Interwoven TeamSite
 - Autonomy
 - Oracle
 - IBM Websphere (Application Server)
 - IBM HTTP Server (IHS) (Web Server)
 - IBM eNetwork Dispatcher
 - Informatica
 - Microstrategy

This task order provides architecture support for the following applications:

- SFANet
- IFAP
- Schools Portal
- CFO DataMart
- FP DataMart

2. ITA Management Operations Status

2.1 Work Accomplished During This Period

Mod Partner/IT Services/VDC Liaison:

- Worked with VDC on developing Roles and Responsibilities matrix for VDC and Mod Partner for development, testing, staging, and production environments.
- Worked on a new format of the VDC Transition Planning meeting towards exception reporting only.

Integrated Architecture Infrastructure Support:

- Assisted in migrating the Interwoven production data, modifying Interwoven XML templates, and testing the application in support of the Interwoven software upgrade from version 4.2.1 to 5.0.1. The upgrade is planned for completion by October 2001.
- Worked with Viador to resolve the log-in problem on the Schools Portal Site. Concluded that the database driver from Viador on the production environment was an older version of what was needed. Updated to Oracle 8i driver and production server started to function properly
- Fulfilled the request to have WebTrend create a log file reporting the user's browser information for analysis.

2.2 Issues or Anticipated/Current Problems

None

2.3 Planned Work for Next Period

- Continue working on the migration of Interwoven's production data to new server
- Continue working on Interwoven upgrade to version 5.0.1

3. Availability

Availability Summary for all Components

ITA Components	Base Hours	VDC Outages	Application Outages	Adjusted Hours	ITA Outages	Total Availability	Tech Arch Percentage Availability*
Interwoven TeamSite	680	0	0	680	3.25	676.75	99.52%
Autonomy	680	0	0	680	0	680	100%
Oracle	680	44	0	636	0	636	100%
IBM Websphere	680	1	0	679	0	679	100%
IBM HTTP Server	680	.5	0	679.5	0	679.5	100%
IBM eNetwork Dispatcher	680	.1	0	679.9	0	679.4	100%
Informatica	680	0	0	680	0	680	100%
Microstrategy	680	0	0	680	0	680	100%

Base hours= 24 x 7 – maintenance windows (Sat&Sun 9pm-1am)

Adjusted Hours= Base Hours – (VDC Outages + Application Outages)

**Target availability 90%*

Outages Details

	Date	Hours	Type	Detail
Interwoven	09/10/01	3.25	ITA	Asked VDC to reboot server to solve iwproxy problem.
Oracle	09/12/01	.33	VDC	Data Marts reported Oracle instance down.
Oracle	09/14/01	.33	VDC	Data Marts reported Oracle instance down.
Oracle	09/19/01	.34	VDC	Data Marts reported Oracle instance down.
IBM HTTP Server	09/20/01	.5	VDC	Asked VDC to reboot server.
IBM eNetwork Dispatcher	09/21/01	.1	VDC	VDC had to reboot one ND box which caused Schools Portal to be unavailable.
IBM Websphere	09/27/01	1	VDC	Asked VDC to reboot app server.
Oracle	09/28/01	43	VDC	Coordinated with VDC to reinitiate DB instance. (Outage occurred on Sat. morning and was reestablished on Mon. morning- ONLY affected IFAP.)

ITA Components/Applications Dependencies

	Applications				
	SFANet	IFAP	Schools Portal	FP DataMart	CFO DataMart
ITA Components					
TeamSite	X	X	X		
Autonomy	X	X	X		
Oracle	X	X	X	X	X
IBM Websphere	X	X			
IBM HTTP Server	X	X	X		
IBM eNetwork Dispatcher	X	X		X	X
Informatica				X	X
Microstrategy				X	X

4. Help Desk

4.1 Metrics Based Service Report Summary

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
1.0	Response Time – High	90%	100%	5
1.1	Response Time – Medium	90%	n/a	n/a
1.2	Response Time – Low	90%	100%	2
	Other Service Metrics			
1.3	Service Reporting Delivery	7 TH	7 TH	n/a
1.4	Resolution Quality	90%	100%	7
1.5	Help Desk Accuracy	90%	n/a	n/a
	Help Desk Metric			
1.6	Request Volume			7

* See Appendix B for detailed metrics based service target report

Metric #	Title and Definition
1.0	Response Time High Priority This metric measures the percentage of requests with a priority labeled "high" that have been responded to within 4 business hours or less. High Priority Requests are those requests or issues deemed to be business-critical by one or more of the channels.
1.1	Response Time Medium Priority This metric measures the percentage of requests with a priority labeled "medium" that have been responded to within 6 business hours or less. Medium Priority Requests are those requests or issues that are essential but not business-critical.
1.2	Response Time Low Priority This metric measures the percentage of requests with a priority labeled "low" that have been responded to within 8 business hours or less. Low Priority Requests are all other requests not deemed High or Medium.
1.3	Service Reporting Delivery This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the target of the 7th day of the month.
1.4	Resolution Quality This metric measures the number of requests (under 80 hours) implemented correctly the first time.
1.5	Help Desk Accuracy This metric measures the accuracy of the Help Desk in providing correct instructions to users. Measured as the number of all actions taken by the Help Desk that solves user problems the first time.
1.6	Help Desk Request Volume Reporting on the number of request made to the Help Desk. This is not a metric but used for informational purposes only.
1.7	Color Coded Response Levels The color green represents a response level higher than 90 percent. The color yellow represents a response level between 85 percent to 90 percent. The color red represents a response level below 85 percent.

4.2 Help Desk Monthly Throughput

Production Requests

Category	High	Medium	Low	Total
Carry Forward	1	0	0	1
New	5	0	1	6
Closed	5	0	1	6
End of Month Balance	1	0	0	1

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	0	1	1
Closed	0	0	1	1
End of Month Balance	0	0	0	0

Total Help Desk Requests

ID	Title	Category	Status
239	Autonomy is returning broken links for SFA Schools Portal	Low	5
242	My SFA sign-in on Schools Portal site is not working	High	5
245	JRUN and Viador cannot be restarted for Schools Portal	High	5
246	Viador login not allowing users to log into Schools Portal	High	5
250	Interwoven giving off errors for some users and not others	High	5
251	Need to add SFAPin to Schools Portal Autonomy Database	Low	5
256	Viador not allowing new users to sign up in Schools Portal	High	5

** See Appendix A for Help Desk Requests details*